

JTB00593NAS2

**TECHNICAL BULLETIN**

28 NOV 2017



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

**INFORMATION**

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This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

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**SECTION:**

415-01: Information and Entertainment Systems

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**SUBJECT/CONCERN:**

InControl® Touch Pro™ Features May Not Function As Expected; Phase 3.0 Update

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**AFFECTED VEHICLE RANGE:**

<b>MODEL:</b>	<b>MODEL YEAR:</b>	<b>VIN:</b>	<b>ASSEMBLY PLANT:</b>	<b>APPLICABILITY:</b>
F-PACE (X761)	2017-2018	045068-099996	Solihull	Vehicles With: InControl Touch Pro, Vehicles Without: Rear Seat Entertainment
F-PACE (X761)	2017	488002-499998	Solihull	Vehicles With: InControl Touch Pro, Vehicles Without: Rear Seat Entertainment
F-PACE (X761)	2017-2018	880002-899997	Solihull	Vehicles With: InControl Touch Pro, Vehicles Without: Rear Seat Entertainment
F-PACE (X761)	2018 Onwards	240000 Onwards	Solihull	Vehicles With: InControl Touch Pro, Vehicles Without: Rear Seat Entertainment
XE (X760)	2017	921222-999999	Solihull	Vehicles With: InControl Touch Pro, Vehicles Without: Rear Seat Entertainment
XE (X760)	2017 Onwards	P10168 Onwards	Castle Bromwich	Vehicles With: InControl Touch Pro, Vehicles Without: Rear Seat Entertainment
XF (X260)	2016 Onwards	Y00461 Onwards	Castle Bromwich	Vehicles With: InControl Touch Pro, Vehicles Without: Rear Seat Entertainment
XJ Range (X351)	2016 Onwards	V90866 Onwards	Castle Bromwich	Vehicles With: InControl Touch Pro, Vehicles Without: Rear Seat Entertainment

**MARKETS:**

NORTH AMERICA

**CONDITION SUMMARY:****SITUATION:**

In response to customer feedback on the performance of the InControl® Touch Pro™ system, Jaguar Land Rover has developed a software upgrade designed to enhance/introduce the following features and functions:

- Introduction of text message capability to the InControl® Touch Pro™ system.
- Navigation screen supports switching between 'Night' and 'Day' mode.
- User able to synchronize the locations between the InControl Application (ICA) and the vehicle navigation system.
- Improved Bluetooth® connectivity.
- 'Camera System Not Available, Consult Your Dealer' pop-up message displayed when selecting reverse (R).
- Screen blank when restarting the vehicle after an immediate shut-down.

## CAUSE:

These may be caused by a software issue.

## NOTES:

- **The Phase 3.0 update is not applicable to vehicles with Rear Seat Entertainment (RSE). See Special Service Message (SSM) 73586 for details.**

JLR is currently investigating reports of InControl Touch Pro systems with RSE failing to update to Phase 3 software with the JLR approved diagnostic equipment leaving the Infotainment Slave Controller (ISC) in a non-communicative state. There is currently no ability to recover the ISC or prevent this failure from occurring when attempting the update to Phase 3.

## ACTION:

Should a Customer express concern, follow the appropriate Diagnostic Procedure -- 'A' or 'B' -- below.

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## PARTS:

No Parts Required

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**TOOLS:**

Jaguar Land  
Rover-approved  
Midtronics  
battery power  
supply



Jaguar Land  
Rover-approved  
diagnostic tool  
with latest SDD  
software,  
Calibration File,  
and InControl©  
Touch Pro™  
Software



Jaguar Land  
Rover-approved  
diagnostic tool  
with latest  
PATHFINDER  
software



**DTSE9G  
2/32GB**

Jaguar Land  
Rover-approved  
USB memory  
device

**WARRANTY:****NOTE:**

The Phase 3.0 update is not applicable to vehicles with Rear Seat Entertainment (RSE).  
See Special Service Message (SSM) 73586 for details.

**NOTES:**

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to JLR claims submission system to obtain the latest repair time.

- The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
InControl Touch Pro without RSE - Software Update - Phase 2.5 To Phase 3.0	87.01.50	2.5	42	T2H22097

**NOTE:**

Normal Warranty procedures apply.

**DIAGNOSTIC PROCEDURE 'A': SDD**

**This Diagnostic Procedure is only for vehicles requiring the Jaguar Land Rover-approved diagnostic tool with Symptom Driven Diagnostics (SDD).**

**CAUTIONS:**

- Vehicle must have Phase 2.5 update already installed. The Phase 3.0 update will be blocked if Phase 2.5 has not been installed when completing the following steps. Refer to Technical Bulletin JTB00552NAS for Phase 2.5 update details.

Do not attempt to update the InControl Touch Pro to Phase 3 on vehicles equipped with Rear Seat Entertainment (RSE) until further notice. A communication will be released when this concern has been resolved and the Phase 3 update can be completed on vehicles with RSE.

**NOTES:**

- This action will result in the navigation journey ETA share contacts being deleted from the system. Please inform customers that any contacts previously stored in the navigation system (not phone contacts) will need to be entered again upon completion.

- This procedure require the Jaguar Land Rover-approved USB memory device DTSE9G2/32GB.

1

**CAUTIONS:**

- Make sure that the Jaguar Land Rover-approved diagnostic tool is connected to the internet at least once every 24 hours.

This procedure requires DVD151.02, Calibration File 280, InControl Touch Pro Software 005.02, and the Vehicle Communication Interface (VCI) on the latest level as per VCI Update Instructions available on TOPIx.

- If a DA VCI device is used for the update, it **MUST** be on a firmware level of 63 or later.
- The software transfer process can take some time, please be patient. The vehicle ignition will turn 'OFF' during this transfer which is normal – do not touch the Start/Stop button unless instructed to do so.
- Before starting, make sure that the Infotainment screens display the 'Home' screen with the ignition 'ON'. If not (i.e. the display screens show the leaper or the front screen is blank), lock the vehicle and leave for 5 minutes, then unlock the vehicle. Switch the ignition 'ON' and check the display screens again.
- When downloading, it is critical **NOT** to disturb the Data Link Connector (DLC) connection. Any interruption in connection between VCI and the DLC connection will result in a failure and may not be recoverable.

Connect the Jaguar Land Rover-approved battery support unit.

2

**CAUTION:**

Disconnect all customer USB devices that are connected in any of the vehicle front and rear USB ports (as applicable) before connecting the Jaguar Land Rover-approved diagnostic tool and commencing with the software update. After successfully completing the update and after disconnecting the Jaguar Land

Rover-approved diagnostic tool, reconnect the customer USB devices back to their original location.

Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.

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- 3 Follow the on-screen prompts, allowing the diagnostic tool to read the VIN, identify the vehicle, and initiating the data collect sequence.

**NOTE:**

**The Phase 3.0 update is not applicable to vehicles with Rear Seat Entertainment (RSE). See Special Service Message (SSM) 73586 for details.**

4

**CAUTIONS:**

- At the start of this process, the Jaguar Land Rover-approved diagnostic tool will transfer a large number of files to the Jaguar Land Rover-approved USB memory device. These will then be transferred to the vehicle.
- The Jaguar Land Rover-approved diagnostic tool may prompt 'No Update Required' in the software resolution screen; however, this software does require updating; select the green 'tick' (✓) to continue the download.

**NOTE:**

The infotainment screen display will go blank or change color during this update. This is normal behavior and is to be expected when the software is being updated in the InControl Touch Pro control module.

If the hyperlink is not available, the application can be found as follows:

- 1 Select the **Diagnosis** Session Type.
- 2 Select the following symptom:

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## Electrical - Information and entertainment system - Entertainment system

- 3 Run and close the **Datalogger** tool to reveal the '**Extras**' tab.
- 4 Select the **Extras** tab.
- 5 From 'Recommendations', run the **Configure existing module - Update to phase 3: InControl Touch Pro** option.

5

### NOTES:

- This application will begin and the InControl Touch Pro Health Check will display on-screen. The InControl Touch Pro Health Check will make sure that all conditions are correct before the software update can begin. In the event of a failure condition being identified by the InControl Touch Pro Health Check, follow the on-screen instructions to rectify the failure condition and then retry the application. The application will not continue until all conditions are correct - all InControl Touch Pro Health Check failure conditions **MUST** be rectified.
- When the Jaguar Land Rover-approved diagnostic tool is formatting the USB memory device and copying over the Phase 3.0 package to the Jaguar Land Rover-approved USB memory device, the tool will finish and advise the technician to install the Jaguar Land Rover-approved USB memory device into the vehicle's USB socket. The vehicle's ignition must be ON and the IMC must be ON and fully booted. This process can take up to 90 seconds.

Follow all on-screen instructions until prompted to insert the USB memory device into the diagnostic tool.

- 6 Follow all on-screen instructions until prompted to transfer the USB memory device from the diagnostic tool to the vehicle.

- 7 Transfer the USB memory device into the vehicle before proceeding on the diagnostic tool.

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If the diagnostic tool displays an error, refer to the **TROUBLESHOOTING** section and perform the relevant action to complete the update.

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8 Delete paired Bluetooth® devices:

- 1 Select the **phone** on the vehicle touchscreen.
  - 2 Select **Settings**.
  - 3 Select **Bluetooth® Settings**.
  - 4 Select **Forget all devices**.
    - Once completed, 'All Devices Forgotten' will be displayed.
    - When all tasks are complete, go to the next Step.
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9 Delete Customizable Home Page (CHP):

- 1 Swipe across to the first CHP on the vehicle Touchscreen.
  - 2 Press and hold until you are in 'edit' mode.
    - If there is more than one CHP page, scroll to the last page.
    - There will be a 'Bin' icon in the footer.
  - 3 Select the '**Bin**' to delete that page.
  - 4 The first Home Page created will not have this 'Bin' option; it requires the user to delete everything one by one.
    - When all tasks are complete, go to the next Step.
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10 Select the **Settings** icon on the vehicle Touchscreen.

- 1 Select **All settings**
- 2 Select **Features**.
- 3 Scroll down and select **Live**.
- 4 Select **Delete Live**.
- 5 Select **Yes** to continue.
  - When all tasks are complete, go to the next Step.

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- 11 If the vehicle has navigation journey ETA share contacts set up, the contacts must be deleted.
- 1 Select **Navigation** function.
  - 2 Select **Settings**.
  - 3 Select **Navigation Settings**.
  - 4 Select **Edit profile**.
  - 5 Scroll down and select **Contacts**.
  - 6 Select the **Edit** button displayed in line with the contact screen title.
  - 7 Select **Check all**.
  - 8 Select **Delete**,
  - 9 Confirm 'delete action'.
    - When all tasks are complete, go to the next Step.

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- 12 Exit the current session.
- 1 Select the **Session** tab.
  - 2 Select the **Close session** option.
  - 3 If necessary, set the vehicle to '**Transit mode**'.
    - When all tasks are complete, go to the next Step.

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- 13 Disconnect the diagnostic tool, battery support unit, and USB memory device from the vehicle.

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- 14 Turn off the vehicle for a minimum of 10 minutes, to allow the vehicle modules to shut down.

#### TROUBLESHOOTING:

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**NOTE:**

**The Phase 3.0 update is not applicable to vehicles with Rear Seat Entertainment (RSE). See Special Service Message (SSM) 73586 for details.**

- In the event that an error is experienced during the software update process, the strategy implemented in the Jaguar Land Rover-approved diagnostic tool can identify an error if the InControl Touch Pro is unable to complete the required process.

- If an error is displayed, refer to the table below and complete the appropriate Action.

ERROR CODE	CONCERN	ACTION REQUIRED
21 - Communication error	Busy or no response from the module.	21 - Communication error <ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Perform a battery hard reset.</li> <li>3. Complete the 'Configure existing module - InControl Touch Pro' application again.</li> </ol>
06 - Media not found	USB memory device not found in the vehicle.	<p style="text-align: center;"><b>NOTE:</b></p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>The Jaguar Land Rover-approved diagnostic tool will prompt the user to swap the USB memory device to the adjacent USB port in the event that the module is unable to read the USB memory device. When this action is completed and the green 'tick' (✓) selected, the module will attempt to continue the application using the adjacent USB port.</p> </div> <p>06 - Media not found</p> <ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Perform a battery hard reset.</li> <li>3. Complete the 'Configure existing module - InControl Touch Pro' application again using the USB memory device.</li> <li>4. If the error code '06 - Media not found' is displayed again, further checks will be required to determine if it is a USB memory device concern or a vehicle concern.</li> <li>5. Potential concerns:</li> </ol>

ERROR CODE	CONCERN	ACTION REQUIRED
		<ul style="list-style-type: none"> <li>- Non-Jaguar Land Rover-approved USB memory device</li> <li>- Faulty USB memory device</li> <li>- Vehicle concern between module and USB port (USB hub, connector, or cable issue)</li> </ul>
02 - File not found	File required by the module has not been found on the USB memory device due to file transfer issue.	<p style="text-align: center;"><b>NOTE:</b></p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>The Jaguar Land Rover-approved diagnostic tool will prompt the user to swap the USB memory device to the adjacent USB port in the event that the module is unable to read the USB memory device. When this action is completed and the green 'tick' (✓) selected, the module will attempt to continue the application using the adjacent USB port.</p> </div> <p>02 - File not found</p> <ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Perform a battery hard reset.</li> <li>3. Complete the 'Configure existing module - InControl Touch Pro' application again using the Jaguar Land Rover-approved USB memory device.</li> <li>4. If the error code '02 - File not found' is displayed again, further checks will be required to determine if it is a USB memory device concern or a vehicle concern.</li> <li>5. Potential concerns: <ul style="list-style-type: none"> <li>- Non-Jaguar Land Rover-approved USB memory device</li> <li>- Faulty USB memory device</li> <li>- Vehicle concern between module and USB port (USB hub, connector, or cable issue)</li> </ul> </li> </ol>
01 - General Failure	Module concern.	<p>01 - General failure</p> <ol style="list-style-type: none"> <li>1. Follow all on-screen instructions to exit the application.</li> <li>2. Submit a Technical Assistance (TA) request titled '01 General Failure Recovery'.</li> </ol> <ul style="list-style-type: none"> <li>- All session files which contain this error must be attached.</li> </ul>

ERROR CODE	CONCERN	ACTION REQUIRED
0A - Invalid signature	Corrupted NGI software files on the Jaguar Land Rover-approved diagnostic tool or USB memory device.	0A - Invalid signature 1. Follow all on-screen instructions to exit the application.  2. Complete the 'Configure existing module - InControl Touch Pro' application again on the same Jaguar Land Rover-approved diagnostic tool and use a different Jaguar Land Rover-approved USB memory device.  3. If error code '0A - Invalid signature' is displayed again, the relevant diagnostic tool has a corrupt file installed and the diagnostic tool would require F2 recovery procedure and another Jaguar Land Rover-approved diagnostic tool should be used to complete the update.
Module recovery in progress (30 minute process)	The software download has failed and the module is recovering to a previous level.	Module recovery in progress 1. Do not touch the vehicle.  2. Allow the recovery process to complete fully.  3. Follow all on-screen instructions to exit the application.  4. Complete the 'Configure existing module - InControl Touch Pro' application again.

1

**NOTE:**

In the event that an error is displayed which is not listed in the above table, then select green 'tick' (✓) when prompted 'Would you like to retry?' if the update fails to complete successfully.

Submit a Technical Assistance (TA) request in the following instances:

- If the software update fails due to an error listed in the TROUBLESHOOTING table and the recommended actions do not resolve the concern.
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If the software update fails due to an error which is not listed in the TROUBLESHOOTING table and repeated retries have proved unsuccessful.

When submitting a TA request, include in the heading the relevant Technical Bulletin/Service Action number related to the software update. State the error and actions completed and attach the relevant session file to the TA.

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- Submit a Diagnostic Product Quality Report in the following instances:
    - If assistance is required to complete the F2 Recovery procedure to the Jaguar Land Rover-approved diagnostic tool.

#### DIAGNOSTIC PROCEDURE 'B': PATHFINDER

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**This Diagnostic Procedure is only for vehicles requiring the Jaguar Land Rover-approved diagnostic tool with PATHFINDER.**

#### **CAUTION:**

Do not attempt to update the InControl Touch Pro to Phase 3 on vehicles equipped with Rear Seat Entertainment (RSE) until further notice. A communication will be released when this concern has been resolved and the Phase 3 update can be completed on vehicles with RSE.

#### **NOTES:**

- **The Phase 3.0 update is not applicable to vehicles with Rear Seat Entertainment (RSE). See Special Service Message (SSM) 73586 for details.**
- This action will result in the navigation journey ETA share contacts being deleted from the system. Please inform customers that any contacts previously stored in the navigation system (not phone contacts) will need to be entered again upon completion.

- This procedure requires the Jaguar Land Rover-approved USB memory device DTSE9G2/32GB.

1

**CAUTIONS:**

- Make sure that the Jaguar Land Rover-approved diagnostic tool is connected to the internet at least once every 24 hours.

This procedure requires Pathfinder version 118 loaded or a later version.

- The software transfer process can take some time, please be patient. The vehicle ignition will turn 'OFF' during this transfer which is normal – do not touch the Start/Stop button unless instructed to do so.
- Before commencing, make sure that the Infotainment screens display the 'Home' screen with the ignition 'ON'. If not (i.e the display screens show the Jaguar logo or the front screen is blank), lock the vehicle and leave for 5 minutes, then unlock the vehicle. Switch the ignition 'ON' and check the display screens again.
- When downloading, it is critical NOT to disturb the Data Link Connector (DLC) connection. Any interruption in connection between VCI and the DLC connection will result in a failure and may not be recoverable.

Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

2

**CAUTION:**

Disconnect all customer USB devices that are connected in any of the vehicle front and rear USB ports (as applicable) before connecting the Jaguar Land Rover-approved diagnostic tool and commencing with the software update. After successfully completing the update and after disconnecting the Jaguar Land Rover-approved diagnostic tool, reconnect the customer USB devices back to their original location.

**NOTE:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with PATHFINDER version 118 (or later).

Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.

3

**NOTE:**

The Jaguar Land Rover-approved diagnostic tool will read the correct Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode if required.

Follow the on-screen prompts.

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4 Select **ECU Diagnostics**.

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5 Select **Infotainment Master Controller [IMC]**.

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6 Select **ECU Functions**.

7

**NOTE:**

**The Phase 3.0 update is not applicable to vehicles with Rear Seat Entertainment (RSE). See Special Service Message (SSM) 73586 for details.**

Select **Update to Phase 3.0 - InControl Touch Pro**.

8

**NOTE:**

When the Jaguar Land Rover-approved diagnostic tool is formatting the USB memory device and copying over the Phase 3.0 package to the USB memory



device, the tool will finish and advise the technician to install the USB memory device into the vehicle's USB socket. The vehicle's ignition must be ON, and the IMC must be ON and fully booted. This process can take up to 90 seconds.

Follow all on-screen instructions until prompted to insert the USB memory device into the diagnostic tool.

- 1 When all tasks are complete, go to the next Step.

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9 Follow all on-screen instructions until prompted to transfer the USB memory device from the diagnostic tool to the vehicle.

- 1 When all tasks are complete, go to the next Step.

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10 Follow all on-screen instructions until prompted to remove the USB memory device from the vehicle.

- 1 When all tasks are complete, go to the next Step.

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11 Delete paired Bluetooth® devices:

- 1 Select the **phone** on the vehicle touchscreen.

- 2 Select **Settings**.

- 3 Select **Bluetooth® Settings**.

- 4 Select **Forget all devices**.

- Once completed, 'All Devices Forgotten' will be displayed.

- When all tasks are complete, go to the next Step.

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12 Delete Customizable Home Page (CHP):

- 1 Swipe across to the first CHP on the vehicle Touchscreen.

- 2 Press and hold until you are in 'edit' mode.

- If there is more than one CHP page, scroll to the last page.

- There will be a 'Bin' icon in the footer.

- 3 Select the '**Bin**' to delete that page.
  - 4 The first Home Page created will not have this 'Bin' option; it requires the user to delete everything one by one.
    - When all tasks are complete, go to the next Step.
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13 Select the **Settings** icon on the vehicle Touchscreen.

- 1 Select **All settings**
  - 2 Select **Features**.
  - 3 Scroll down and select **Live**.
  - 4 Select **Delete Live**.
  - 5 Select **Yes** to continue.
    - When all tasks are complete, go to the next Step.
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14 If the vehicle has navigation journey ETA share contacts set up, the contacts must be deleted.

- 1 Select **Navigation** function.
  - 2 Select **Settings**.
  - 3 Select **Navigation Settings**.
  - 4 Select **Edit profile**.
  - 5 Scroll down and select **Contacts**.
  - 6 Select the **Edit** button displayed in line with the contact screen title.
  - 7 Select **Check all**.
  - 8 Select **Delete**,
  - 9 Confirm 'delete action'.
    - When all tasks are complete, go to the next Step.
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15 Exit the current session.

- 1 Select the **Session** tab.

- 2 Select the **Close session** option.
- 3 If necessary, set the vehicle to '**Transit mode**'.
  - When all tasks are complete, go to the next Step.

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16 Disconnect the diagnostic tool, battery support unit, and USB memory device from the vehicle.

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17 Turn off the vehicle for a minimum of 10 minutes, to allow the vehicle modules to shut down.